

Celcom Business Terms and Conditions

This Service(s) (as hereinafter defined) is made available by Celcom subject to the general terms and conditions and the specific terms and conditions of each Service provided herein ("Terms and Conditions"). You acknowledge that you have read and fully understood these Terms and Conditions. Your use of the Service, upon Activation, constitutes unconditional acceptance to be bound by these Terms and Conditions as may be amended from time to time. You must ensure that any person you allow to use the Service complies with these Terms and Conditions.

In the event of any inconsistency between the English version and the Bahasa Malaysia version of these Terms and Conditions, the English version shall prevail.

PART A: General Terms and Conditions ("GTC")

1. Definitions

For the purpose of these Terms and Conditions, the following terms shall, unless the context otherwise requires, have the meanings as defined below. All other terms not defined herein shall have the meaning as may generally be accepted within the industry based on the context used herein:

"Account"	means an account opened for you with Celcom for subscribing to the Service.
"Activation" or "Activated"	means the point in time when the Service is activated in Celcom's System.
"Addendum"	means any addendum(s) executed by you and accepted by Celcom for value added, supplemental or additional Services.
"Agreement"	means the completed Registration Form and these Terms and Conditions including any Addendum and all subsequent amendments and variations to the Terms and Condition and Addendum.
"Business Portal"	means www.businessportal.celcom.com.my
"Celcom"	means Celcom Mobile Sdn Bhd (Company No. 27910-A).
"Celcom's System"	means the telecommunication system utilised by Celcom in providing the Service.
"Credit Limit"	means the limit on monthly charges as may be imposed by Celcom at its sole and absolute discretion from time to time.
"Content"	means any contest, java games, information, text, sound, music, software, photographs, videos, graphics, data messages or other materials received by you including but not limited to VAS.
"Donor Network Operator" or "DNO"	means a mobile service provider from which a Mobile Number has been or is to be ported out.
"ESCAPE"	means a personal entertainment space that follows you anytime, anywhere on your smartphone, tablet, laptop and PC. For further information, please visit http://www.celcomESCAPE.com
"FAQ"	means frequently asked questions as posted on www.celcom.com.my
"Hotspot"	means a location that falls within the Service coverage at the Sites.
"Mobile Device"	means a wireless device together with accessories for the use of the Service.

“Mobile Number”	means the mobile number assigned to you by Celcom.
“Mobile Number Portability” or “MNP”	means your ability to change from one mobile service provider to another and retain your Mobile Number.
“Principal User”	refers to you or in the case of a company, any person nominated by the company to be the Principal User.
“Recipient Network Operator”	means a mobile service provider to which a Mobile Number has been or is to be ported in.
“Registration Form”	refers to FIRST™ by Celcom Registration Form duly completed by you to subscribe to the Service, which has been accepted and approved by Celcom.
“Service(s)”	means mobile telecommunication services to be provided by Celcom to you pursuant to the Agreement.
“Service Migration”	refers to the application of Celcom Business Plan by Celcom postpaid customer to migrate to Celcom Prepaid Plan or vice versa.
“SIM Card”	means the microprocessor card provided by Celcom which is inserted into the Mobile Device and contains a personal identification number (PIN) for access into the Service.
“Sites”	means the designated premises that provide the WiFi Service.
“SKMM” or “MCMC”	means Suruhanjaya Komunikasi dan Multimedia Malaysia also known as the Malaysian Communications and Multimedia Commission, established under the Communication and Multimedia Commission Act 1998.
“SSID”	means service set identifier or the WiFi network name that the Customer has to connect to.
“Starter Kit”	means the pack sold by Celcom containing the SIM Card and a user guide.
“Supplementary SIM Card”	means the Supplementary SIM Card which has been issued at the Principal User's request to a third party approved by Celcom.
“Supplementary User”	means a third party approved by Celcom to be a supplementary user of the Service at your/Principal User's request.
“Terms and Conditions”	means the general terms and conditions and the specific terms and conditions of each Service as may be varied or modified from time to time at Celcom's sole discretion. For the avoidance of doubt, policies, procedures and user guide in the Starter Kit shall also constitute the Terms and Conditions.
“Value Added Service” or “VAS”	means additional functions, features or facilities which are currently available or will be made available by Celcom from time to time and may be subscribed to and/or used by you in connection with the Service to enable you to access and use information, data, content, WAP and other interactive applications and/or services over the Internet and/or Intranet.
“Working Days”	means save for the states of Kedah, Terengganu and Kelantan, Mondays to Fridays excluding public holidays and Sundays. In the states of Kedah, Terengganu and Kelantan, Saturdays to Wednesday and Thursday (half day), excluding public holidays and Fridays.
“You” or “Your”	refers to the person aged eighteen (18) years and above, company entity(s) and/or any authorised person to use the Service subject to these Terms and Conditions herein and/or an entity of whatsoever description including but not limited to a sole proprietorship, a partnership, a body corporate or otherwise governmental bodies and agencies of any kind established under the laws, rules and/or regulations for the time being in force and which may come in force more particularly described in the Registration Form.

2. Period of Agreement

This Agreement shall take effect from the Activation date of the Service and shall continue to be in force until terminated in accordance with these Terms and Conditions.

3. Additional Services

3.1 Upon subscription to the Service, you may subscribe to the following additional services:

3.1.1 Data Pay per Use ("Data Service")

You shall be responsible to:

- (a) Turn off the Data Service if it is not in use as your Mobile Device may be auto-connected to the Internet without your knowledge. Celcom shall not be held responsible or liable for the charges imposed on you for your failure to comply with this provision;
- (b) Turn off the auto update feature on your Mobile Device (if any) to ensure that your Mobile Device does not connect to the Internet and performs updates automatically which would result incur Data Charges;
- (c) Ensure that your Mobile Device is not infected with any virus which may result in high usage of the Data Service; and
- (d) To pay the Data Charges for the usage of the Data Service whether authorised by you or not.

3.1.2 International Roaming ("Roaming Service") is subject to the following:

- (a) the Roaming Service is made available in certain countries outside Malaysia. You may view the list of the countries applicable for the Roaming Service at <http://www.celcom.com.my/cs/business/sme/international-roaming> ("Roaming Website");
- (b) you may register for the Roaming Service at Celcom Branch or by calling Celcom's customer service at 1-300-111-000 subject to the requirements for Roaming Service as prescribed at the Roaming Website;
- (c) Celcom reserves the right to determine your eligibility to subscribe to the Roaming Service; and
- (d) upon subscription to the Roaming Service, you shall be responsible to pay the relevant charges based on the roaming country's rates, Celcom's pay per use rates, Celcom's prevailing rates and/or any other charges imposed by Celcom from time to time.

3.1.3 Value Added Services (VAS) are subject to the following:

- (a) you may subscribe to the VAS provided by Celcom from time to time subject to the terms and conditions of the respective VAS;
- (b) you acknowledge that your ability to access and use the information via the VAS depends on the features and functionality of your Mobile Device and the nature and quality of the information being accessed via the VAS;
- (c) Celcom does not represent, warrant or guarantee that your Mobile Device will be able to access the VAS; and
- (d) Celcom reserves the right to withdraw the VAS provided to you at any time without notice and Celcom shall not be liable for any losses or damages suffered by you or any third party due to such withdrawal.

3.1.4 WiFi Service is subject to the following:

3.1.4.1 Service Availability

- a) The Service is available at the Sites that display Celcom WiFiPlus sign.

3.2 The Service Migration shall be subjected to the following:

- 3.2.1 Celcom shall at its absolute discretion be entitled to accept or reject your request for Service Migration;
- 3.2.2 you may request for Service Migration at any Celcom branch, Blue Cube and Celcom Xclusive partners from your current subscription of the prepaid service to postpaid service and vice versa and shall maintain your Mobile Number;
- 3.2.3 you shall not be charged for the Service Migration. However, you shall be required to pay an upfront fee based on the package that you subscribe to;
- 3.2.4 prior to the Service Migration, you shall acknowledge that your Account status as reflected in the account slip issued by Celcom ("Account Slip") for any outstanding balance owed (for postpaid service) and or network access from the current prepaid account balance and termination of existing VAS;
- 3.2.5 for Service Migration from Celcom prepaid service, any unutilised commitment fee shall be forfeited. However, any unutilised credit balance shall be carried forward;
- 3.2.6 the airtime balance reflected in the Account Slip as acknowledged by you shall be transferred as credit balance into your newly registered Celcom Business Account and shall be reflected in the bill in accordance with the billing cycle chosen by you;
- 3.2.7 any overpaid balance from your Celcom Business account of RM10.00 and above shall be returned to you via cheque;
- 3.2.8 subject to Clause 3.2.7 above, Celcom shall not entertain any dispute on the transfer of airtime or credit balance;
- 3.2.9 all existing promotions including but not limited to Free Airtime Rebate, Airtime Bonus and VAS enjoyed by you under your existing account shall be terminated and

discontinued automatically upon your request and acceptance of the Service Migration;

3.2.10 upon successful Service Migration, you shall not be allowed to migrate back to your original plan until the completion of an entire billing cycle (if applicable).

4. Billing and Payment Due Date (if applicable)

- 4.1 You shall be responsible for all usage of and charges for the Service including but not limited to payment of all the Service charges and any other related charges due to Celcom pursuant to these Terms and Conditions in a timely manner, even if you have exceeded the Credit Limit.
- 4.2 You shall be charged for the Service in accordance with Celcom's prevailing pricing plan or applicable packages ("Plan") chosen by you in the Registration Form. Upon the expiry of the Plan, you shall be charged with Celcom's current prevailing rates for the Service.
- 4.3 Celcom may introduce another mode of billing from time to time by giving you prior notice.
- 4.4 You must pay Celcom on or before the date specified in your respective bill ("Due Date") without the need of any further notice. You may make such payment at any Celcom service centres, call centres, branches, payment kiosks, agencies or through collection agents duly authorised by Celcom.
- 4.5 Subject to Clause 4.4 above, if any fees or charges remain unpaid after the Due Date, Celcom may charge interest at the rate of 1.5% per month ("Late Payment Interest") on such overdue amount. Celcom at its sole discretion may waive or revise any Late Payment Interest or charges.
- 4.6 If you have more than one account with Celcom, Celcom may transfer any credit or debit balance under one account to another to settle any outstanding charges without any prior notification to you.
- 4.7 Unless otherwise stated in the bill or elsewhere, all charges are payable in Ringgit Malaysia.
- 4.8 In the absence of fraud or manifest error, Celcom may rely on each bill as conclusive evidence against you of the accuracy, completeness and truth of all matters stated in it unless you dispute the bill in the manner stated below. You are responsible for paying all charges without any counterclaim, deduction, set off or withholding. All payments shall be applied first to bills in arrears, including interest and penalties, the balance, if any, to be applied to the current bill.
- 4.9 Celcom reserves the right to suspend, or disconnect the Services if any bill or part thereof shall remain unpaid after the Due Date, and Celcom shall not be liable to you in any way for the suspension. A reconnection fee of RM10.00 or such other amount at Celcom's discretion may be imposed on you for reconnection of the Service upon the expiry of the Suspension.

- 4.10 Subject to Clause 4.9 above, Celcom may suspend, or disconnect the Services unless you make full settlement of amounts due irrespective of whether such amounts have exceeded the Credit Limit or you have not received the bill.
- 4.11 Any dispute regarding billing must be communicated to Celcom in writing within one (1) month from the date of the bill failing which, the bill is deemed to be accurate. An administrative charge may be imposed for disputes raised by you after the Due Date. If there is a dispute regarding the amount in the bill, you shall promptly pay any outstanding amount which is not in dispute. If you have paid your bill on the Due Date and subsequently choose to dispute the charges, you have six (6) months to do so from the date of such payment. If the dispute is resolved in Celcom's favour, you shall pay the disputed amount immediately plus late payment interests, any legal costs and collection expenses incurred by Celcom.
- 4.12 Celcom may notify you on any transaction of debit balance under your inactive Account to your active Account.
- 4.13 Celcom shall be entitled at its sole discretion to vary the amount of deposit, fees and any other charges for the Services or part thereof and to change the billing cycle, without the need to inform you.
- 4.14 If any supply made under these Terms and Conditions is a taxable supply to which the applicable tax (including but not limited to the Malaysian Goods and Services Tax ("GST") would apply ("Applicable Tax"), then Celcom reserves the right to levy the Applicable Tax at the prescribed rate and you agree to pay the amount of the Applicable Tax.

5. Auto Debit (if applicable)

- 5.1 Celcom may, at its discretion, allow your bills to be paid through a third party credit or charge card, or via Tele-Payment (by a third party credit or charge card via telephone) or other means of payment ("Auto Debit") subject to the terms and conditions of the Auto Debit as provided on Celcom's website.
- 5.2 You must make a separate application for the Auto Debit at any Celcom branch, which shall only be applicable for settlement of periodic bills.
- 5.3 Any outstanding bills prior to the commencement date of the Auto Debit must be settled by you in the ordinary manner.
- 5.4 If you choose to register for the Auto Debit, you shall be responsible to inform Celcom immediately if your credit or charge card is lost, stolen, expired or terminated or if you want to terminate Auto Debit.
- 5.5 In the event that Celcom fails to make the deduction or settlement of your bill through Celcom's processing bank, Celcom shall not be held liable to you in any way for such failure and you must make the payment for outstanding amounts before the Due Date or before your billing cycle date.
- 5.6 By registering for the Auto Debit, you authorise Celcom to verify the information provided by you with the credit card issuer or any third party as may be necessary including but not limited to forwarding your bills and other details to the card issuer,

financial institution and other relevant parties for and in connection with the Auto Debit.

- 5.7 If Celcom does not receive the full payment of the outstanding sum due from you following a completed Auto Debit transaction or the bank or financial institution claims back or deducts back any payment made to Celcom, Celcom reserves the right without prior notice to you to reverse any payment entry in your statement of account or reinstate the charge in your Account.

6. Credit Limit (if applicable)

- 6.1 You shall ensure that your usage of the Service does not exceed the Credit Limit, if any, as specified by Celcom.
- 6.2 Celcom may, but shall not be obliged to, apply a Credit Limit for all charges incurred under your Account and any of your supplementary lines, including those yet to be billed and any amounts in dispute, and Celcom reserves the right to revise the Credit Limit from time to time at Celcom's sole discretion.
- 6.3 Celcom may give you a notice or a message to your Mobile Device notifying you if your charges in your Account exceed the Credit Limit; and such notice is deemed to be received by you when Celcom issues the notice or message to you.
- 6.4 Celcom is not obliged to ensure barring of the Services which may occur in the event that your usage of the Service exceeds the Credit Limit.

7. Matters Beyond Celcom's Control

- 7.1 Without limiting the generality of any provision in these Terms and Conditions, Celcom shall not be liable for any failure to perform its obligations herein caused by an act of God, insurrection or civil disorder, military operations or act of terrorism, all emergency, acts or omission of Government, or any competent authority, labour trouble or industrial disputes of any kind, fire, lightning, subsidence, explosion, floods, acts or omission of persons or bodies for whom Celcom has no control over or any cause outside Celcom's reasonable control.
- 7.2 Notwithstanding Clause 7.1 above, you shall remain liable to pay all fees and charges which are outstanding and/or due and payable to Celcom in accordance with the Agreement.
- 7.3 The Service may occasionally be affected by interference caused by objects beyond Celcom's control such as buildings, underpasses and weather conditions, electromagnetic interference, equipment failure or congestion in Celcom's System or telecommunication systems. In the event of such interference, Celcom shall not be responsible for any inability to use or access the Service, interruption or disruption of the Service.

8. Severability and Effect of these Terms and Conditions

8.1 If any of the provision of these Terms and Conditions should be invalid, illegal or unenforceable under any applicable law, the legality and enforceability of the remaining provisions shall not be affected or impaired in any way and such invalid, illegal or unenforceable provision shall be deemed deleted.

9. Governing Law

9.1. The Agreement shall be governed and construed in accordance with the laws of Malaysia and parties agree to submit to the exclusive jurisdiction of Malaysian courts.

9.2. Subject to Clause 9.1 above, this Agreement is subject to the Communications and Multimedia Act 1998 and any applicable subsidiary legislation, rules, regulations, directives and/or orders.

10. Notices

10.1. Any notice, correspondence and/or other documents to be given by Celcom to you shall be in writing and sent to you at the address on the Registration Form (including email address) or to your last known address, as the case may be.

10.2. Any notice, correspondence, and/or other documents to be given by you to Celcom under the Agreement must be in writing and sent to the following address: Celcom Mobile Sdn Bhd, 21st Floor, Menara Celcom, No. 82, Jalan Raja Muda Abdul Aziz, 50300, Kuala Lumpur or feedback@celcom.com.my or such address as notified in writing by Celcom to you.

10.3. Any notice, correspondence, and/or other documents given by Celcom to you pursuant to this clause shall be deemed to have been served if:-

- (a) sent by registered post, on the second Working Day after the date of posting irrespective of whether it is returned undelivered;
- (b) sent by ordinary post, on the fifth Working Day after the date of posting irrespective of whether it is returned undelivered;
- (c) hand delivered, upon delivery; or
- (d) sent by facsimile, upon successful completion of transmission as evidence by a transmission report and provided that notice shall in addition thereon be sent by post to the other party.

11. Assignment

11.1 You shall not assign or novate any or part of your rights or obligations under the Agreement to any party, without Celcom's prior written consent.

11.2 Celcom may assign or novate all or part of the Agreement to any third party by notice to you without your prior consent.

12. Indulgence and Waiver

12.1 Any failure by Celcom to enforce any terms herein, or any forbearance, delay or indulgence granted by Celcom to you will not be construed as a waiver of Celcom's rights provided under this Agreement.

13. Suspension and Termination

- 13.1 You may at any time terminate the Agreement by giving Celcom prior written notice.
- 13.2 Celcom shall be entitled at its absolute discretion to immediately suspend/terminate the Services or Agreement, without liability, at any time, without any notice and may not be required to give any reason whatsoever, including but not limited to the following reasons:
- (a) if any technical failure occurs in the Services or Celcom's System;
 - (b) while the Service is being upgraded, modified or maintained;
 - (c) if you breach any of the Terms and Conditions;
 - (d) if you do anything which may in Celcom's opinion, lead to, including but not limited to damage to the Services and/or Celcom's System or losses to Celcom;
 - (e) if Celcom is required to comply with an order, instruction or request of the regulatory authority, government authority or any other competent authority;
or
 - (f) if it is in Celcom's opinion that the Service or Celcom's System is or may be used fraudulently, illegally or for unlawful purposes.
- 13.3 Celcom will endeavour to resume the Service as soon as reasonably possible if suspension or disconnection occurs for the reasons set out in Clause 13.2(a) and (b) above. You shall be liable for all applicable charges during the period of interruption, suspension or loss of the Services or part thereof from any cause whatsoever.
- 13.4 Termination shall be without prejudice to any existing rights and/or claims that Celcom may have against you, and you shall continue to fulfil your obligations including payment of all outstanding charges prior to the date of termination.
- 13.5 Subject to Clause 13.4 above, any credit balance of RM 10.00 and below shall not be refunded to you upon termination and shall be absorbed as administrative fees for the Service and/or any other services as may provide to you by Celcom.
- 13.6 Upon suspension, Celcom may at its absolute discretion reconnect the Services, subject to your payment of the reconnection fee as prescribed by Celcom, all outstanding amounts due to Celcom and a refundable deposit as may be required by Celcom for the reconnection of the Services.

14. Miscellaneous

14.1 No rule of construction or interpretation shall apply to prejudice the interest of the party preparing the Agreement.

- 14.2 In the event of a conflict or inconsistency between the Registration Form, the Terms and Conditions and the Addendums, such inconsistency shall be resolved by giving precedence in the following order: Addendums, the Terms and Conditions and the Registration Form.
- 14.3 The Agreement constitutes the entire agreement between the parties concerning the subject matter herein and supersedes all previous agreements, understanding, proposals, representations and warranties relating to that subject matter.
- 14.4 Those clauses which by their nature would survive the termination of the Agreement shall so survive.
- 14.5 Time wherever referred to in this Agreement shall be of the essence.
- 14.6 The Agreement shall be binding on and shall inure for the benefit of each party's permitted assigns, successors in title, personal representatives, executors and administrators.
- 14.7 Any stamp duty arising out of this Agreement shall be borne by you.

PART B: Specific Terms and Conditions for Postpaid Service

This Part B of the Terms and Conditions shall only be applicable to you if you subscribe to Celcom Business Service.

1. Deposit

- 1.1 Celcom may request for advance payment for registration as and when it is required for add-on services (which may include without limitation a refundable deposit ("Deposit")).
- 1.2 Celcom reserves the right to utilise the Deposit to offset any amount due from you to Celcom including but not limited to any outstanding charges under any of your Accounts.
- 1.3 Subject to Clause 1.2 above, any balance Deposit will be returned to you within four (4) months from the date of the termination of this Agreement subject to the deduction of any amount claimed brought by Celcom in the event of your breach of any of the clause of this Agreement.

2. Change of Rate Plan Service ("CRP")

- 2.1 You may request for the CRP from your existing postpaid Service to any other Celcom Business postpaid Plans ("New Plan") subject to Celcom's sole discretion.
- 2.2 Upon successful CRP, your existing Mobile Number shall be maintained.
- 2.3 In the event that your CRP is registered before your billing cycle, Celcom reserves the right to impose a full billing cycle charge regardless of the date of the registration of the CORP.

3. Package

- 3.1. You may subscribe to the following Celcom Business package:

Package Details	Celcom Business S Plan	Celcom Business M Plan	Celcom Business L Plan
Monthly Commitment	RM 490	RM 2,300	RM4,500
Monthly Internet (4GLTE Speed)	100GB	550GB	1,100GB
Voice Calls (All Network)	Unlimited Calls		
SMS (All Network)	Unlimited SMS		
Video Call (to All Network)	15sen per minutes		
MMS (to All Network)	15sen per MMS		
Lines	5 SIM / Lines	25 SIM / Lines	50 SIM / Lines
Contract	24 months		
Penalty	As per clause 3.2		
Credit limit	As per clause 3.3		

Important Notes:

- a. All prices exclude 6% GST and 6% GST shall be reflected in your monthly bill.
- b. Monthly Commitment Fee
 - i. You will be charged commitment fee on a monthly basis for subscription of Celcom Business Plans;
 - ii. If Celcom Business Plan is terminated or suspended before issuance of bill, monthly commitment fee will be charged on prorated basis.

For clarity purposes, monthly commitment fee will not be imposed should the Celcom Business account is suspended for a duration of full month.
- c. Calls and SMS
 - i. Rates are charged 30sec per block for Voice / Video Calls ("Normal Rate")
 - ii. The "Unlimited Calls" applies to all network and for domestic usage only (i.e. within Malaysia network).
 - iii. Special rates will be imposed for video calls, calls to toll-free numbers (i.e. 1-300/1-800/600, 121, TM100, 1MOCC, IDD calls to Singapore and IDD/border calls to Brunei)
 - iv. Normal Rate will be imposed to standard person-to-person calls and texts (this exclude any commercial and/or non-personal usage). Celcom reserves the right to invoke any of your benefits should any abuse, such as, including but not limited to, SMS/MMS broadcasts or sending unsolicited material (spam) incur. You are bound to Celcom's fair usage policy as posted on www.celcom.com.my

For the avoidance of doubt, non-multiple simultaneous calling, conference calling, re-supply, call centre usage, telemarketing, bulk messaging, application-to-person communication, continuously call forwarding, auto-dialling, machine-to-machine communication (including by using your SIM card in any other devices), Cellular Trunking Units (CTUs) are classified under non-standard usage.
- d. Internet

- i. You can choose to share or allocate Internet quota via Business Portal
 - ii. Allocated Internet quota for each Celcom Business Plan is High Speed Internet
 - iii. Upon full utilisation of Internet allocation, Internet usage will be throttled to 64 kbps and capped at 15GB.
 - iv. Internet quota will be refreshed in the next billing cycle.
- e. VAS
- i. Any purchases e.g. Add On, Content (CMT / Games / Apps), IDD, roaming Usage, Airtime Share etc. are not included in usage commitment policy as posted on www.celcom.com.my.

f. FAQ

For more information on Celcom Business package, you may refer to the FAQ.

3.2. Penalty

3.2.1. Penalty will be imposed against you should you port out or terminate Celcom Business Plans during the contract period of 24 months. Details of the penalty are as following:

Descriptions	Celcom Business S Plan	Celcom Business M Plan	Celcom Business L Plan
Penalty	RM2,500	RM12,500	RM25,000
Penalty per Additional Lines RM70	RM180	RM180	RM180

a) Penalty

- i. If any of Lines terminated within the contract period the penalty will not be imposed;
- ii. Penalty is based on reducing balance.

b) Additional Line @ RM70 Penalty

- i. If Additional Line @ RM 70 is changed to the main line within the contract period, penalty will be imposed;
- ii. Additional Line @ RM70 penalty is based on reducing balance.

You may refer to the FAQ for further details on the penalty.

3.3 Credit Limit

Details of the credit limit are as below:

Descriptions	Celcom Business S Plan	Celcom Business M Plan	Celcom Business L Plan
Account Credit Limit	RM6,000	RM18,000	RM32,000
Per Line Credit Limit			
Complimentary Line	RM100		
Additional Line @ RM70			
Additional Line @ RM20			

- a. Account Credit Limit
 - i. All type of usage for all lines within same account inclusive purchase of Add On, Roaming and IDD will be counted for credit limit.
 - ii. If your usage hits the credit limit, all lines in the account will be barred.
- b. Per Line Credit Limit
 - i. Per line credit limit is a credit limit for each line;
 - ii. All type of usage inclusive Roaming Service and IDD will be counted for credit limit.
 - iii. In the event the usage hits the credit limit, the line will be barred. Other lines however will remain active.

3.4 Data Allocation

- a. You may purchase any additional quota and add on services as and when you wish via Business Portal;
- b. You will have the control over the allocation of data quota between the lines;
- c. You may choose either to allocate data on monthly basis or at one time.

For more information on the data allocation, you may refer to the FAQ.

3.5 Add On Packages

a. Add On Internet

- i. You may purchase the following additional package for the selected Celcom Business Plans upon exceeding the usage limit and this can be done via the Business Portal:

Package Name	Price	Internet Quota
Add On 20GB	RM200	20GB
Add On 50GB	RM500	50GB

b. Additional Lines

- i. Any additional line will be charged as following:

Package	Price
Additional Line @ RM20 You may utilise Internet quota from your Celcom Business Plans Account.	RM20/month
Additional Line @RM70 You will enjoy unlimited Calls and SMS usage with extra 5GB Internet and extra total subsidy*	RM70/month

c. Add On IDD

- i. There are 2 packages offered;

Descriptions	Add On IDD RM100	Add On IDD RM200
Additional Monthly Commitment Fee	RM100	RM200
Discount value	10%	20%

- ii. Discount will apply on the monthly IDD usage.

Part C: Specific Terms and Conditions for Internet Service

This Part C of the Terms and Conditions shall only be applicable to you if you subscribe to Internet Service.

1. Duration of Service

- 1.1 This Service shall commence on the Activation date of Celcom Business Plans Service and shall continue to be effective until the termination of the respective Celcom Business Plans Service.

2. The Service

- 2.1 The Service shall be automatically throttled (for Internet) upon your full utilisation of:
(i) Monthly Internet quota (whichever is applicable) or;
(ii) Add On Internet
- 2.2 You will receive an SMS notification upon your full utilisation of the Service in Clause 2.1 of Part C above and the Internet speed will be throttled to 64kbps. You may purchase additional data to continue using the Internet at the regular speed.

3. Package

Your Internet Service package shall refer to Package in Clause 3.1 in Part B.

You shall receive a monthly Internet quota per billing cycle upon subscription to Celcom Business Plans ("Data Allocation"). In the event Data Allocation is not fully utilised, the balance Data Allocation shall be forfeited.

4. Your additional obligations

- 4.1 You agree that Celcom:
- (a) reserves the right to manage your allocated bandwidth including but not limited to reducing your speed, suspend or terminate your bandwidth to the Service to ensure that fair access to all Celcom customers on the same network with or without prior notice to the you as prescribed in the Fair Usage Policy; and
 - (b) may, at its sole discretion, automatically disconnect your access to the Service after a period of your inactivity, which may vary from 20 minutes to 30 minutes to allow maximum network performance.

- 4.2 You shall not use the Service to run programs or servers that provide network content or connectivity to any third party not at the location where the connection is installed (including but not limited to FTP, HTTP, game, newsgroup, proxy, and IRC servers).
- 4.3 You shall be responsible to:
- (a) Turn off the Data Service if it is not in use as your Mobile Device may be auto-connected to the Internet without your knowledge. Celcom shall not be held responsible or liable for the charges imposed on you for your failure to comply with this provision;
 - (b) Turn off the auto update feature on your Mobile Device (if any) to ensure that your Mobile Device does not connect to the Internet and perform updates automatically which would incur pay-per-use data charges ("Data Charges");
 - (c) Ensure that your Mobile Device is not infected with any virus which may result in high usage of the Data Service; and
 - (d) To pay the Data Charges for the usage of the Data Service whether authorised by you or not.